

i am an AOL user - paying for AOL Broadband service (cable) - AOL is not able to provide minimum broadband connectivity - typically connection speeds drop below 50KBps (recently, internet headlines stated that FCC had just defined the minimum broadband speed to be 200 KBps) I have contacted AOL support on a number of occasions, and there are unable to respond properly - not reading the problem, nor responding to the problem - but instead trying to say that any service degradation is due to the chasis type (ie, they require a desktop computer, vs full/mid/mini-tower or laptop - and also state that broadband requires use of Win 95/98 ..... ) i have requested the problem be elevated to a 3rd or 4th level field tech and/or a regional manager - to no avail